



FLORIDA DEPARTMENT OF HEALTH IN CHARLOTTE COUNTY

ANNUAL ORGANIZATIONAL PERFORMANCE REPORT

2021



FLORIDA DEPARTMENT OF HEALTH IN CHARLOTTE COUNTY

The Florida Department of Health in Charlotte County (FDOH-Charlotte) works closely with the County Commissioners, Emergency Management and other local and federal agencies to protect the health and welfare of Charlotte County residents and visitors.

MISSION

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

VISION

To be the Healthiest State in the Nation

VALUES

Innovation

We search for creative solutions and manage resources wisely.

Collaboration

We use teamwork to achieve common goals & solve problems.

Accountability

We perform with integrity & respect.

Responsiveness

We achieve our mission by serving our customers & engaging our partners.

Excellence

We promote quality outcomes through learning & continuous performance improvement.



Public Health Accreditation Board Accredited Health Department 2015
Reaccredited March 9, 2022

PUBLIC HEALTH TOUCHES OUR LIVES EVERY DAY



CHILD & MATERNAL
HEALTH



PREVENTION



SAFETY



LIFESTYLE



HEALTHY
ENVIRONMENT



IMMUNIZATIONS



PREPAREDNESS

TABLE OF CONTENTS

Letter from the Health Officer	2
Overcoming COVID-19	4
A Growing Community	6
Services & Programs	8
Outreach	10
Inform & Empower	12
Innovation	14
Achieving More Together	16
Commitment	18
Looking Ahead	22
Technology	26
Workforce	28
Sustainability	30
The Financial Facts	32
By the Numbers	34

HERE TO SERVE OUR COMMUNITY

Over the course of the year, 2021 proved to be one that challenged us in many ways. I am honored to be a part of the amazing community response to serve Charlotte County. We entered the year with a rapidly evolving response to COVID 19 with receiving tools to protect our community. During 2021, our teams mobilized quickly to begin vaccinating our most vulnerable. As a community, we rose to the challenge and got to work quickly. Within hours of receiving vaccines teams were out in the community protecting our nursing homes, medical providers, and most vulnerable. This response rapidly evolved to large scale operations serving thousands a day. As new therapeutics became available, we were successful in deploying them to the community quickly. I have no doubt that through our collective efforts we saved many lives, sadly we lost many as well.

Despite the pandemic we continued our focus on the future and how we can best serve our community. As a result of much feedback, we have laid the foundation for expansion of services to support our community. We are moving forward with the expansion of WIC services as a partnership in the new Family Services Center. In collaboration with Emergency Management and Public Safety we also enhanced our preparedness capabilities for emerging threats and shelter response. We were also successful in reducing permitting times to within 1-3 days to support our booming housing growth. We continued aligning our programs to further enhance our capabilities in community health education and outreach and disease prevention. We were also able to successfully launch a community health dashboard so that we can use data to drive our efforts to have the biggest impact.

Our research supports the need for targeted mental health services and focus on preventable injuries such as falls and motor vehicle accidents to name a few. We will continue our efforts in this area so that Charlotte can continue to be a vibrant growing community for all ages. I am honored to be a part of team Charlotte and hope this report will provide you some insights as to the great work being done to serve Charlotte County.

A MESSAGE FROM THE HEALTH OFFICER

GRATITUDE TO OUR TEAM

As we close out 2021, I wanted to share a few thoughts with you all with extreme gratitude. A year ago today we began receiving and administering vaccines to our community. You rose to the occasion to overcome adversities both professionally and personally. We started with 500 per week and in short time were vaccinating over 4000 per week. We endured extreme heat, cold, wind, and an overloaded phone system and web page (43,000 hits in 5 min). Through it all, we persisted as a team.

A few Charlotte County statistics:

- 24,423 cases investigated.
- 2,458 hospitalizations.
- 133,482 people vaccinated. 47,000+ boosters.
- 92% vaccination over the age of 65.
- Over 250,000 doses administered.
- 125,000+ tests administered. 13,000+ children tested, 43,746 seniors tested.
- Over 150,000 masks, gloves, gowns to partners and community.
- 6,391 monoclonal treatments administered since August 2021.
- Sadly, we lost 676 lives to COVID-19.
- We deployed 14 additional ventilators during our peak.

You reinvented yourselves continuously to adapt to a quickly changing environment. You reinvented how we do business to serve clients. You never lost sight to why we are here. To serve our community.

I am so proud of you all and all we have accomplished together. I look forward to 2022 and seeing the ways our team will lead the state in public health..

Joseph D. Pepe



Joseph D. Pepe, Ed. D., MSA

- Began monitoring an emerging health threat that would become one of the largest global public health responses of our time.

2019

- Resources reallocated to address needs in the community.
- Operated closed community test sites as supplies became more readily available across the county.

APR-JUNE 2020

- Began preparations & planning for vaccination locations.
- Emergency use authorization of the COVID19 vaccines.
- Opening of the first vaccine site.

OCT-DEC 2020

- Supported community partners administering vaccines.
- Charlotte County COVID-19 vaccine coverage is at 90% for ages 65.
- Demobilize Vaccine PODs
- Partner with Health Hero to vaccinate children at DOH.
- Rapid test kits deployed for long term care facilities, skilled nursing facilities.

APR-JUNE 2021

JAN-MAR 2020

- Began testing at DOH-Charlotte.
- Set up the first drive thru COVID-19 test site in Charlotte County.
- Set up pop-up test sites to serve the most vulnerable.
- Protective measure precautions & education provided to the public.
- Education & data collection for incoming travelers at the airport.

JULY-SEPT 2020

- Reorganizing & strategizing according to CDC & State emergency declarations.
- Daily command briefings to prepare for the next cycle of operations.
- After action reviews to adjust going forward.
- Back-to-School Safely Planning

JAN-MAR 2021

- Began vaccine registration via www.coadfl.org website
 - 43,000 hits in 5 min
- January 19, 2021 - So far 3,048 COVID-19 vaccines have been administered by DOH-Charlotte YTD, and this is just the beginning.
- Began moving toward community-based response vs. agency-based response.

UNWAVERING DETERMINATION

- The first Monoclonal Treatment Site opened in Charlotte County.
- Small vaccination pop-up sites (libraries, airport, low income communities, etc.)
- Health Hero ends vaccination at DOH as DOH gained Pfizer supplies for vaccinating children.

JULY-SEPT
2021

2020-2021

OCT-DEC
2021

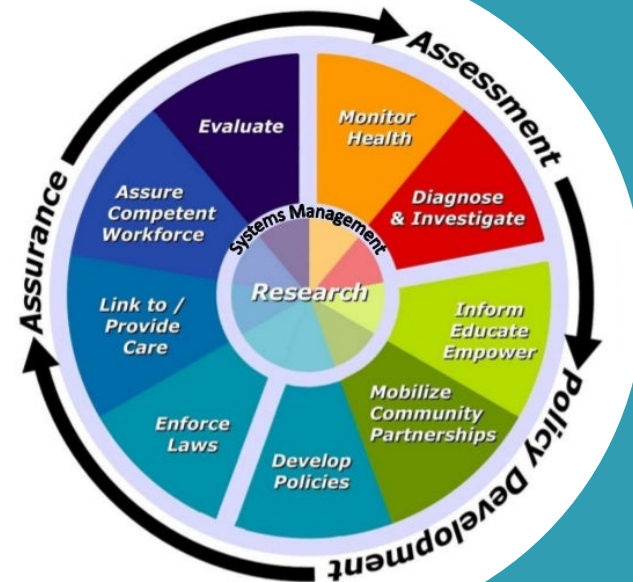
2022 &
BEYOND

- Total People Vaccinated
 - 147,856 At Least One Dose
 - 121,984 Fully Vaccinated
- Total People Fully Vaccinated with a Booster
 - 54,768

- Expanded testing options available nationwide.
- Continued to monitor positivity rates.
- Expanded treatment options available nationwide.

DOH-Charlotte will continue to monitor COVID-19 positivity rates, hospital data, and nationwide data.

Vaccine, testing, and treatment options are available throughout the county.



WHO ARE WE

"Charlotte County will be a vibrant, resilient community where all will be active, safe, and prosperous."



A Healthy Community is a Balanced Community

According to the World Health Organization, health is "...the state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." An individual's health includes their social condition and not only their physical state of being; health is not just healthcare.

Health is greatly impacted by the Social Determinants of Health, which include factors such as: social norms and attitudes, quality schools, transportation options, residential segregation, job opportunities, living wages, and healthy food options.

- Charlotte County, FL totals 680.9 square miles and is situated on the Southwest coast of the State of Florida.
- The county seat is Punta Gorda.
- Charlotte County consists of one municipality, Punta Gorda, and two Census Designated Places (CDPs), Port Charlotte and Englewood.
- The county population is 194,711 and is projected to surpass 200,000 by 2025.
- The county's median age is 59.
- Projections show that this age group will increase by 46% by 2035.
- The median household income for Charlotte County is \$49,225.
- The civilian labor force is made up of 42% of residents.
- 50% of jobs are retail trade, health care, social assistance and accommodation, and food services jobs.
- Between 2014 and 2018, 79.9% of housing units were owner-occupied with a median value of \$162,300.
- Of the 67 Florida counties, Charlotte ranks as the 2nd oldest county in the state .

 **194,711**
People
Total Population

59.1
Years Old
Median Age

A GROWING COMMUNITY

AS POPULATION GROWS, NEEDS GROW

"One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn't as individuals."

~Jean Vanier

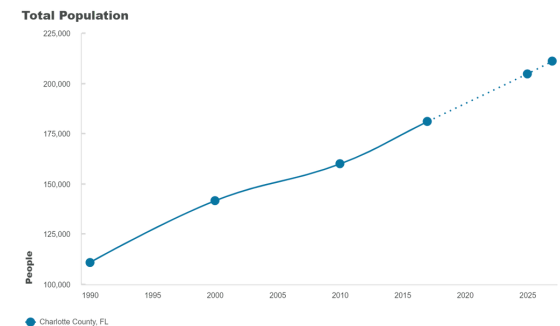


OUTPACING GROWTH

The state of Florida, as well as Charlotte County, has seen a dramatic increase in population over the past 10 years. It is expected to continue to rise over the coming years. While there are many benefits to a growing population, like boosting economies, diversity, and job creation, it also comes with some obstacles. A higher demand for services can put a strain on the existing systems and negatively impact services to clients.

Higher demand for services for DOH-Charlotte 2021.

- Environmental Health has seen a 36% increase in overall new system permitting.
- Increased number out-of-state transfers to the Charlotte County Public School system. As a result, the clinic experienced increased demand for immunization services and out-of-state immunization records transfers.
- The WIC program saw an 8.3% increase. In fact, Charlotte County WIC saw the second highest increase in participation when compared to other WIC agencies in all of Florida.



HERE TO SERVE YOU

The Florida Department of Health in Charlotte County offers a variety of services and programs to address the health needs of residents.



CLINIC & COMMUNITY HEALTH

- Dental & Dental Sealant
- Immunizations
- Family Planning
- Health Promotion
- Refugee Health

Maternal & Child Health

- WIC (Women, Infants, and Children)
- Growing Strong Families
- School Health



INITIATIVES

- Playing it Safe! Kids & Cars Program
- SNAP-Ed
- Health Education
 - 5-2-1-0
 - Water Safety
 - Handwashing
 - Bullying
 - Dental Health
 - Bicycle/Pedestrian Safety
- Healthiest Weight FL
- Substance Exposed Newborns Taskforce



DISEASE CONTROL & PREVENTION

- Epidemiology
- HIV & Sexually Transmitted Infections
- Tuberculosis
- Refugee Health

PREPAREDNESS & RESPONSE

- Hurricane/Severe Weather Preparedness
- Special Needs Shelter
- Chemical Exposure
- Man-Made Disasters
- Non-Man-Made Disasters



ENVIRONMENTAL HEALTH

Program/Services

- Healthy Beaches
- Biomedical Waste
- Onsite Sewage
- Drinking Water/Well Testing
- Sanitary Nuisances

Permitting, Licensure, & Inspection

- Septic
- Body Piercing
- Mobile Home Parks
- Public Pools/Spas
- Tanning Facilities
- Tattoo Facilities
- Group Care Facilities
- Migrant Labor Housing

SERVICES & PROGRAMS

CLINICAL, DENTAL, & NUTRITION SERVICES

The Florida Department of Health in Charlotte County offers a variety of services including dental, WIC, immunizations for adults and children, family planning, and STI (sexually transmitted infections). Most services are provided on a sliding fee scale and are based on income and family size. WIC is a Special Supplement Nutrition Program that serves low to moderate-income women who are pregnant, breastfeeding, or postpartum; infants; and children under 5 years of age.

INFECTIOUS DISEASE SERVICES

Infectious Disease Services conduct investigation, surveillance, prevention, and control of communicable diseases of public health importance. Our staff investigates over 80 reportable conditions including HIV/AIDS, Tuberculosis, and Sexually Transmitted Infections.

ENVIRONMENTAL HEALTH

Environmental Health works to prevent disease of environmental origin and to promote and improve the health of all people in Charlotte County. Environmental Health services are delivered to the residents and visitors in Charlotte County through integration with the local county facilities and our county and community partners.

PREPAREDNESS & RESPONSE

The Florida Department of Health in Charlotte County's Emergency Preparedness Program is actively involved in planning and responding to the public health needs of the community in times of emergency or disaster. The Department of Health works closely with community partners to ensure coordination of health and medical response within Charlotte County. The priorities of the Preparedness Program are to ensure that delivery of essential medical and public health services are maintained or restored following a disaster and that assistance is provided to meet emergency needs of the affected population.



Florida Health represents the vision that health belongs to everyone and every group—not just an agency. It takes individuals, families, communities, and partnerships with local and state-level policy makers and stakeholders to create a culture of health in Florida. We are all stewards of health in Florida. Florida Health belongs to all of us.

MEETING PEOPLE WHERE THEY ARE

“You may find that making a difference for others makes the biggest difference in you.”

~Brian Williams



OUR MISSION

To provide the biggest impact on those who are most in need, DOH-Charlotte believes in meeting people where they are. Multiple outreach events were conducted in 2021 to achieve this goal.

The Epidemiology, Preparedness, Clinic, and COVID-19 task force teams collaborated to reach out to people from all walks of life who have limited access to COVID-19 testing, vaccination, and education.

Many of the COVID-19 outreach programs integrated additional DOH services, such as STD screenings, flu, hepatitis A, B, and Tdap vaccines, along with other health education, in order to have a greater impact.

OUTREACH

POINTS OF DISTRIBUTION

Setting up and operating Points of Distribution (POD) is an integral part of the DOH's responsibility in community preparedness. Several PODs were set up to accommodate COVID-19 vaccination throughout 2021. Sites included:

- Harold Avenue Park, Port Charlotte
- Tringali Park, Englewood
- Harbor Event Center, Punta Gorda
- Sonshine Baptist Church, Port Charlotte
- Cultural Center of Charlotte County, Port Charlotte
- Punta Gorda Airport, Punta Gorda

In addition, DOH-Charlotte coordinated with Health Hero to stand up a POD at the health department to offer Pfizer COVID-19 vaccines for children.

VACCINATION, TESTING, CONTACT TRACING

DOH-Charlotte offered outreach in a variety of approaches to reduce inequities in populations with limited access or unmet needs.

- Homebound vaccination/booster outreach.
- Charlotte County school testing/vaccination for staff.
- Expedited contact tracing to mitigate the spread in school settings.
- Provided support, guidance, and testing for:
 - Long-term Care Facilities
 - Homeless Shelters
 - Churches
 - Rehabilitation Centers
 - Libraries
 - Low Income Communities

IN THE COMMUNITY

With organizations and the community feeling more comfortable interacting with others again, outreach efforts also increased. DOH-Charlotte intends to see an even greater number of outreach efforts beginning in 2022.

COMMUNITY EVENTS

- Healthy Start Drive-Thru Baby Shower
- Drive Thru Easter Event at Sonshine Baptist Church where bicycle helmets were fitted and car seats were installed
- Sonshine Baptist Church Back-to-School Event
- New Day Christian Church Back-to-School Event
 - Prefilled bags of educational materials and items for Back to School Open Houses at: Peace River, Neil Armstrong, Kingsway, Liberty, Meadow Park, East, Myakka, Deep Creek, and Vineland Elementary Schools
- H.O.P.E Center Open House
- December Holiday Drive Thru at Sonshine Baptist Church

NUTRITION EDUCATION

- WIC provided breastfeeding support to postpartum patients at ShorePoint Health Hospital (previously Bayfront Health).
- Collaborated with four faith-based communities to provide nutrition education through the Supplemental Nutrition Assistance Program Education (SNAP-Ed).

ACE AWARENESS

- Partnered with Florida Gulf Coast University's digital media department students and the Health Planning Council of Southwest Florida (HPCSWFL) to conduct the county's first virtual ACE Awareness Campaign. Students developed the campaign logo, posters, campaign videos, and all marketing materials for the weeklong campaign.

HEALTH & SAFETY

- All 10 elementary schools received health education including: 5-2-1-0, water safety, over the counter medication safety, proper handwashing, bullying and cyberbullying, dental health, and bicycle and pedestrian safety.
- Installed car seats through the Playing It Safe! Kids and Cars program.
- Provided STI screening, counseling and education to identified high risk population (14-18 age group). Provided education for abstinence, monogamy, and the use of protection.
- Provided vaccines (COVID-19, Flu, Hepatitis A, Hepatitis B & Tdap) during outreach visits to the PAR clinic, the Homeless Shelter, the Baker Center and Jesus Loves You Ministries, and Growing Strong Families home visits.

FAMILY SUPPORT

- Provided trauma informed care via virtual and home/office visiting services.
- Increased health literacy and family bonding by providing books to parents and children.
- Provided consistent educational outreach to include resources for financial, nutritional, and emotional support to help families become their own health advocates.
- Collaborated with Kids Thrive to support families with substance use disorder via park/playground gatherings and a Christmas party at the Family Service Center.

AN INFORMED COMMUNITY IS AN EMPOWERED COMMUNITY

"The true measure of our success will be the number of people touched and transformed by our success."

~Angela Ahrendts



THE IMPORTANCE OF EDUCATING

When residents are educated and informed, they know the signs, they know the risks, and they know the measures of prevention available. They are then empowered to take the steps needed for their own health.

In providing the information and creating awareness, we empower residents to be their own health advocates.

DOH-Charlotte provides education to the community and partners using a wide range of tools.

INFORM & EMPOWER

Our team works together to inform our community.

- We provide education before, during, and after appointments.
- We provide a wealth of knowledge to residents over the phone.
- We work with schools, partners, and the community to educate.
- We provide education and prevention measures for a wide range of communicable diseases like Rabies, Legionnaires, Hepatitis, Salmonella, and COVID-19.
- We send out press releases, create infographics, add up-to-date information to the website, and share posts for social media.
- Our team posts signs/flyers to make our community aware of events, alerts, health campaigns, and special clinics available.



EDUCATING THE COMMUNITY

- From tattoo parlors, healthy beaches, and school lunch facility inspections, an Environmental Health education piece was created to paint a picture of how much of an impact the department has on the daily lives of our residents.
- Working together with partners, we educate to decrease the negative stigma about people with opioid dependency
- We support and educate families with substance use disorder to improve outcomes for substance exposed newborns (SEBs).
- We created the Adverse Childhood Experiences (ACEs) Awareness Campaigns to educate the community. In knowing that ACEs exist, residents may have the ability to prevent ACEs.
- COVID-19 testing & vaccination materials & guidance were sent to partners and the community.
- We increase community participation and advocacy in countywide and statewide TB elimination efforts

EDUCATING PARTNERS

- DOH-Charlotte offered a 2 day HIV 500 & 501 class. Providers were trained on proper protocol for testing & reporting. Providers from Lee, Sarasota, DeSoto, & Collier counties were invited to DOH-Charlotte for the training. Training was provided for DOH & community based nurses.
- Materials for preventing Legionnaire's disease were sent to property managers and the board of realtors.
- We provided TB education to healthcare providers and community partners.

WE RISE LIFTING OTHERS

At DOH-Charlotte, our community's needs are always a major priority. Much like the pandemic produced numerous changes in our daily lives, it also had a significant impact on the way we do business. DOH-Charlotte had to be innovative to overcome the challenges posed by COVID-19 in order to maintain basic public health services.



WIC

WIC organizational changes have made it possible to serve clients in a more effective and efficient way.

Not only have there been improvements throughout the local agency, but nationally, the Federal government seeks to modernize the program by providing additional benefits to clients in 2021.

A NEW WAY OF SEEING CLIENTS

While in-home client visits were placed on hold as part of the Growing Strong Families initiative, all clients received instructive and encouraging e-mails on a regular basis. COVID-19 updates were provided, as well as a list of accessible options for financial, nutritional, and emotional support.

Despite the obstacles, DOH-Charlotte continued to teach families how to be their own health advocates.

VIRTUAL HEALTH & SAFETY

Several health education activities had to be changed due to school limits in order to be delivered virtually in 2021. A variety of activities were presented in virtual form, including:

- 5-2-1-0
- Water Safety
- Over the Counter Medication Safety
- Proper Handwashing
- Bullying and Cyberbullying
- Dental Health
- Bicycle and Pedestrian Safety
- Virtual Car Seat Education

INNOVATION

GETTING KIDS BACK TO SCHOOL

Charlotte County, like many other parts of Florida, has seen an influx of people and families relocating to the area from other states to make Florida their home. DOH-Charlotte has seen an increase in requests for out-of-state vaccination records transfers as a result of the inflow of people.

All clients in need of catch-up immunizations were previously required to visit the clinic by default. In years past, DOH-Charlotte held immunization clinics at Charlotte County Public School locations. Due to pandemic restrictions, that was not possible in 2021.

To address these concerns, DOH-Charlotte discovered new and inventive ways to meet the rising needs of the community.

The clerical and clinical teams spent numerous hours entering records into Florida Shots and certifying documents to ensure that newly transferred families had a smooth transition into the school system.

As a consequence, around 500 clients received the documentation they needed to start school without having to make an appointment at the clinic.

This corresponds to over twenty eight-hour days, or four weeks, of immunization appointments freed up to help individuals who really need immunizations.

CURBSIDE CHECK IN

DOH-Charlotte continued to deliver essential public health services despite the pandemic. Most processes of the Front Office had to be changed, from scheduling through check-out, to enable curbside check-in.

Curbside check in was well received by clients. An increase in financial eligibility compliance has been observed, as well as a reduction in the time it takes to check a patient in for their appointment. Some of the lessons acquired from the curbside process will be used and improved as we move forward with post-pandemic processes.

COVID-19

Change and innovation was not limited to core public health services. The ever changing world of COVID-19 required staff to think and adapt quickly. The team:

- Continually strategized to reach the right people.
- Offered extend hours to serve working families.
- Found new ways to reach people, such as at bingo, laundromats, shelters, football games, Champs Mobile Café, etc.
- Used technology to make it easier and attract a tech population.
- Created a training manual for staff education to address challenges of a fast changing environment.

PARTNERSHIPS IN CHARLOTTE COUNTY

The number of organizations and sectors with which DOH Charlotte has partnered this year is far too numerous to name. Our impact would have been much less if we didn't have our partners.



Bicycle helmet fitting training with the Charlotte County Sheriff's Office.

"The best partnerships aren't dependent on a mere common goal but on a shared path of equality, desire, and no small amount of passion."

~Sarah MacLean

We were able to collaborate on a variety of projects, together, as a community. Emergency preparedness and response, illness preventive education, mental health wellness, healthy lifestyle and safety education, and drug addiction education are just a few examples.

DOH-Charlotte and its partners not only rely on each other for outreach and services, but we also frequently train together. During times of crisis, knowing each other's roles and strengths enables a more effective community response and a smoother flow of services. These trainings are quite beneficial as they help to strengthen relationships and partnerships.

Together, we achieve so much more.

We've collaborated with medical professionals, mental health providers, emergency preparedness, EMS, law enforcement, city officials, schools, daycares, refugee services, hospitals, churches, homeless shelters, substance abuse prevention and rehabilitation organizations, and more in the year 2021 alone.

ACHIEVING MORE TOGETHER



PREPAREDNESS RESPONSE

In collaboration with Charlotte County Emergency Management and a number of other agencies, DOH-Charlotte is prepared to respond to a variety of crises. While DOH-Charlotte the Special Needs Shelter did not have to open in 2021, employees must be prepared to do so in the event of an emergency, such as a hurricane, cold weather shelter, or other unforeseeable necessity. Furthermore, throughout the COVID-19 response, county alliances were crucial.

Staff were routinely educated and trained on shelter deployment and operation, in conjunction with Emergency Management. Staff understand the value of family preparation, monitoring multiple channels of communication, implementing mass notification messages (Everbridge), and stand ready to implement their Continuity of Operations Plans (COOP).



MINORITY HEALTH AND HEALTH EQUITY

DOH-Charlotte began addressing Minority Health, Health Equity, and Social Determinants of Health in our community in the fall of 2021. Addressing health equity requires meeting people where they are with services and education.

To reach those who are most in need, we have formed a Faith-Based Leaders Workgroup, which is made up of churches in our community who are willing to share the struggles, frustrations, and barriers that their neighbors face, and join forces to build protective layers of support and resources to help them overcome these obstacles. This is a three-year project, with the first year dedicated to planning and the second and third years to implementation.



HEALTHIEST WEIGHT FLORIDA

This year's work plan, which started in October of 2021, includes a PACE-EH (Protocol for Assessing Community Excellence in Environmental Health) project to tackle food insecurity through the collaboration of community partners and organizations. We are also reaching out to Early Care Education Centers with the online tool Go NAPSACC (Nutrition and Physical Activity Self-Assessment for Child Care), to support the centers in the enhancement of their nutrition and physical activity offerings for their children and families. In the schools, we will be proposing policies, systems or environmental changes that increase nutrition and physical activity accessibility for students. In the community, municipalities, employers, healthcare facilities, community-based organizations and/or faith-based organizations will be supported in the application process for the Healthy Community Champion Recognition by demonstrating they meet certain health indicators.



SUBSTANCE EXPOSED NEWBORNS (SEN)

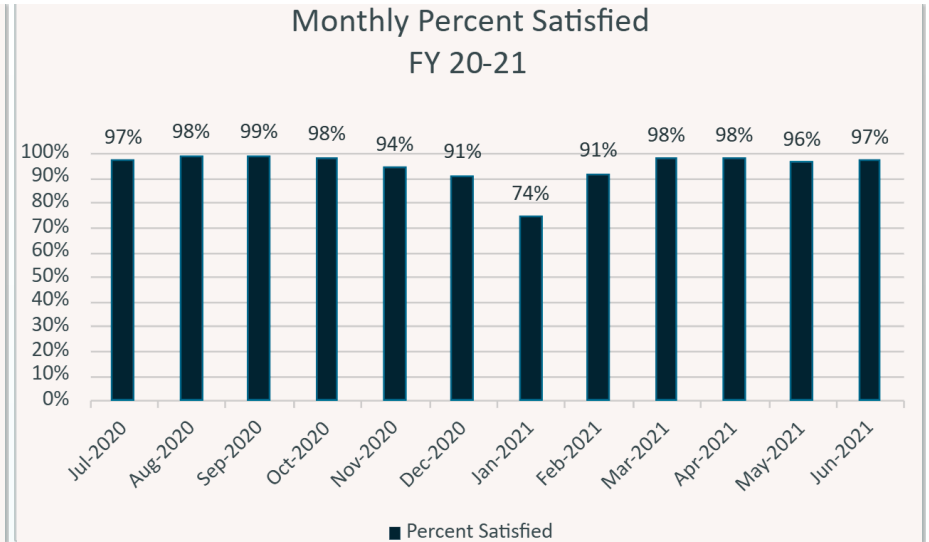
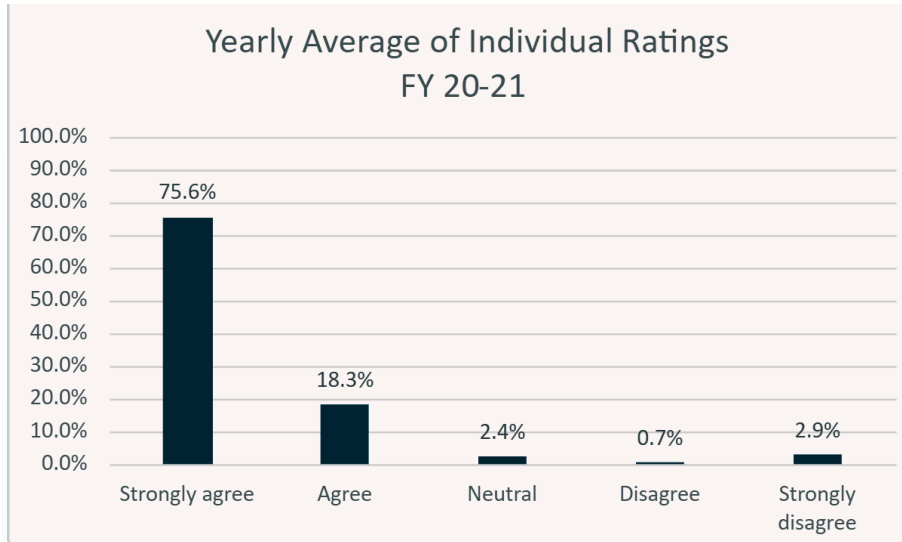
Joining forces, DOH-Charlotte is working in our community to help with substance abuse and rehabilitation. By educating the community, the Charlotte County Substance Exposed Newborn (SEN) Task Force actively aims to reduce the negative stigma associated with people who are addicted to opioids.

The task force assists and educates substance-abusing families in order to enhance the outcomes of their substance-abusing newborns (SENs). For a 2021 initiative, they created instructional materials to raise awareness about the risks of marijuana use during pregnancy and breastfeeding.

In 2021, services were offered to 17 families who have a substance abuse problem.

WORKING WITH DIRECTION & PURPOSE

"To give real service, you must add something which cannot be bought or measured with money, and that is sincerity and integrity."
~Douglas Adams



CUSTOMER SERVICE

DOH-Charlotte prides itself in listening to the voice of the customer. Our team goes above and beyond to offer assistance to our clients with empathy and compassion.

In order to maintain our culture of quality improvement, the department has implemented multiple processes that allow our clients/patients the opportunity to provide us with feedback on their experience while visiting DOH-Charlotte.

FEEDBACK

DOH-Charlotte collects customer feedback. The feedback methods are managed by the Office of Strategic Planning and Communications (OSPC) and are presented to the Performance Management Council (PMC) for their review and action each month. Items expressed by clients/patients as areas of improvement are presented to the appropriate Department lead and must be addressed within 7 business days.

Percent Satisfied Year Average 94%

COMMITMENT

Despite incredible challenges in 2021, DOH-Charlotte remained committed to serving our community and striving to offer the highest quality of services. Through Strategic Planning and Quality Improvement the agency is continually making public health a priority.

STRATEGIC PLANNING

In 2021, 31 out of 38 objectives (82%) obtained positive results. Only 4 objectives did not show improvement, and 3 were paused.

Among the most notable accomplishments are:

The percentage of 2 year-olds, CHD clients, who are fully immunized.

Progress: Exceeded target value of 95% by the actual value of 100%.

The percent of staff that completed the Cultural Awareness training: Introduction to Organizational Cultural Competence; and Addressing Health Equity: A Public Health Essential.

Progress: Exceeded its target value of 75% by the actual value of 90%.

The Cumulative Percent of Population Tested for COVID-19.

Progress: Exceeded target value of 2% by the actual value of 2.14%.

Conduct Environmental Health complaint investigations within state guidelines.

Progress: Exceeded target value of 90% by the actual value of 100%.

Seven Quality Improvement projects have been selected in support of the strategic plan priorities.

Progress: Exceeded minimum target of 4 projects.

The current Strategic Plan began on July 1st, 2019 and concludes June 30th, 2022.

QUALITY IMPROVEMENT

In fiscal year 2021, a total of 7 Quality Improvement (QI) projects were selected for completion.

Due to the COVID-19 pandemic response since early 2020, long-range planning and short-range performance management activities, including quality improvement projects, were affected and some were stalled. This resulted in four of ten projects selected in 2020 being completed and six were placed on hold status.

The four projects completed between 2020/2021 were:

Improve Property Management Process (Inventory)

Results: Percent of assets reported missing reduced to 3.04%.

Improve Customer Satisfaction Survey Participation

Results: Participation increased by 288% by automating the surveys using iPads instead of paper and by placing the iPads at the checkout point.

Improve Information Security & Privacy: Access to Information

Results: Compliance with documentation of resources increase to 95%.

Increase Employee Participation in Worksite Wellness Activities

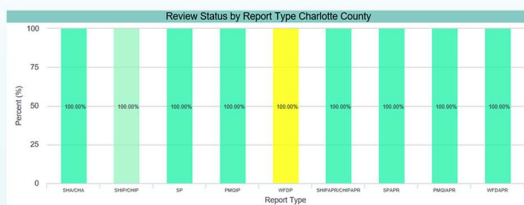
Results: Participation increased to 25%.

A total of 36 staff members out of 63 agency FTE's (57%) participated in the QI projects.

It is important to recognize the multiple accomplishments and contributions to the organization for which the Performance Management Council (PMC) provides oversight, leadership, and direction. This snapshot provides a summary of the most relevant accomplishments and challenges in year 2020/2021 and highlights the upcoming projects and initiatives in year 2021/2022. It should serve as a reminder of the progress made by all, even under very challenging circumstances faced since early 2020.

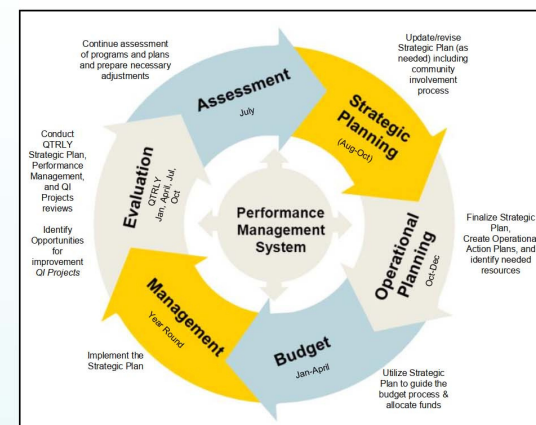
Accomplishments:

- All foundational documents submitted to PHAB for re-accreditation with 100% compliance.



- 7 Quality Improvement Projects in progress at 70% completion as of September 1st, 2021.
- New 2021-2023 CHIP Plan completed and implemented.
- Kicked off the new 2022-2027 Strategic Planning process.
- Obtained a 14.3% increase in the NACCHO QI Self-Assessment (SAT) score and will incorporate the feedback into the new 2022-2025 Performance Management and Quality Improvement (PMQI) Plan.
- Administered the annual partners feedback survey to inform the new 2022-2027 Strategic Plan.
- Implemented Phase I of the new community dashboard mySidewalk.
- Kicked off the new Workforce Development Mentorship Program to begin pilot in 2022.
- Department Annual Report completed, printed, and published.
- Implemented a new PMC meeting format to include leadership development “Sharpen the Saw”.
- Implemented the new improvement “Suggestion” feature/button on SharePoint to facilitate employee feedback and opportunities for improvement.
- Implemented 87% strategic objectives with positive results.

PERFORMANCE MANAGEMENT CYCLE



Challenges:

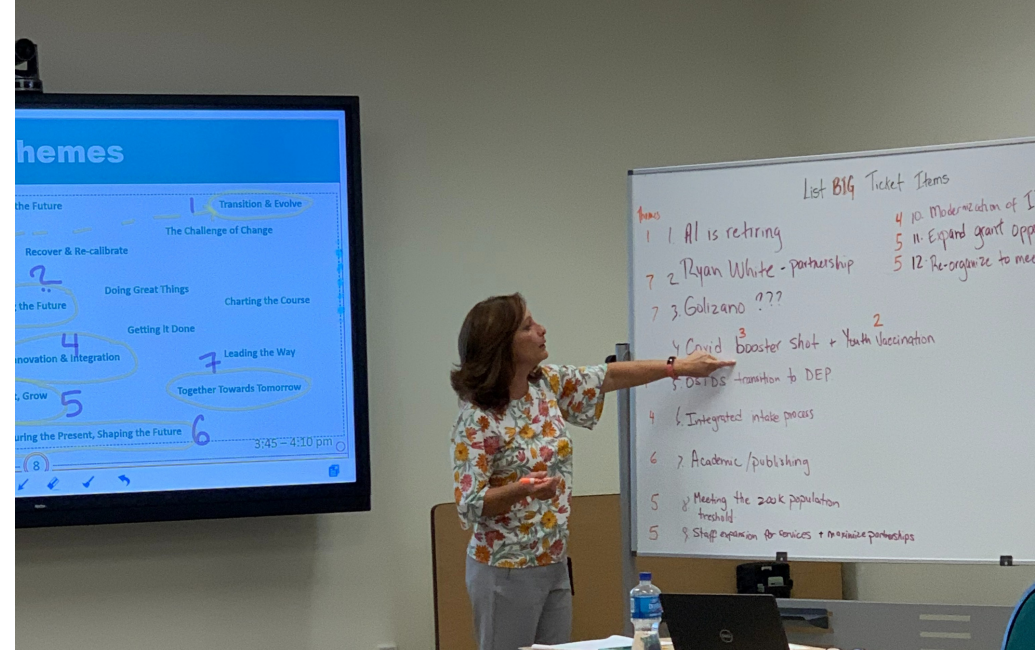
- 18 months into COVID-19 pandemic response
- Attendance at meetings
- In person QI training postponed due to COVID
- All interactive activities converted to virtual

Upcoming Projects 2022

- Implement Phase II & III of mySidewalk
- Develop three new foundational documents:
 - o Strategic Plan
 - o Workforce Development
 - o PMQI
- Administer the Employee Feedback Survey
- Implement the Mentorship Program Pilot
- Administer PHWINS Survey to inform the WFD Plan

"The goal of measurement is to not only do things right but do the rights things and continuously improve doing that."

~Pearl Zhu



PLANS FOR THE FUTURE

"The best way to predict your future is to create it."
~Abraham Lincoln



DOH Charlotte is continuously trying to promote healthy living choices and prevention strategies in order to make a difference in the future. We must always plan for the future needs of our personnel, partners, and residents in addition to our current activities.

Each program area within the organization prepares, plans, and sets goals to address future demands in a variety of ways, like sustaining services for a growing community, preparing personnel for unanticipated events, expanding services, programs, and outreach, and applying for financing for new and current initiatives.

While many of our outreach initiatives have been suspended or adjusted as a result of COVID-19, many of the department's programs aim to increase outreach for a number of services, including WIC outreach and Sexually Transmitted Infection Prevention education in middle and high schools. In addition, plans are in place to offer services at the Family Services Center in Port Charlotte, which will serve a larger population of those in need.

LOOKING AHEAD

All of the agency's preparations must have clear objectives based on data from the local, state, and national levels. In order to maintain accreditation, our department must present a number of plans that detail the goals, offer proof of need, track progress, and hold the agency accountable for achieving them. The Community Health Needs Assessment (CHNA), the Community Health Improvement Plan (CHIP), the Workforce Development Plan, the Strategic Plan, the Quality Improvement Plan, and the Emergency Operations Plan are all requirements of our agency.

COMMUNITY HEALTH ASSESSMENT

In 2020 the Community Health and Needs Assessment was completed. Several areas of concern for Charlotte County were identified including seniors living in isolation, the number of households living in poverty, the lack of insurance or inability to pay that kept residents from seeking medical treatment, and having a rate of children experiencing child abuse that is almost 3 times the state rate. Charlotte County ranked third overall out of the 67 Florida counties.

The top five reasons for removal for children entering any form of out of home care in Charlotte County are caregiver inability to cope, domestic violence, parental drug abuse, inadequate housing, and inadequate supervision. Parental drug abuse was the major factor in 2021.

2021 chronic disease trends have not seen significant fluctuations from 2019 and 2020 and, in fact, have shown some positive trends in 2020 with decreased rates of heart disease, hepatitis A cases, and rates of death from cardiovascular disease, myocardial infarction, and heart failure. However, the nature of chronic disease suggests that the impact of COVID-19 on individual-level health may not be seen or understood in its entirety for many years to come.

COMMUNITY HEALTH IMPROVEMENT PLAN

The CHNA helped inform the county's choice to focus on Adverse Childhood Experiences (ACEs) for the 2021–2023 Community Health Improvement Plan. Using the data collected from the CHNA, members of the department's community collaborative Healthy Charlotte identified the top strategic issues and determined that addressing ACEs alone would, by extension, enable them to also address all of the top issues.

The plan features agency specific objectives by each Healthy Charlotte partner highlighting the tremendous work they do to mitigate the effects of ACEs in our community. Each objective is "owned" by a partner agency that is responsible for completing and reporting on the objectives quarterly progress using our CHIP scorecard.

Together, community partners have created six strategies and 47 objectives to educate, prevent, mitigate the negative effects, and have a positive effect on Charlotte County.

As we close out the first year of the plan, we look forward to the new endeavors in store for continuing the work on ACEs. Over the next two years, DOH-Charlotte will continue to provide the community and partner agencies with new opportunities and platforms to learn and develop a greater understanding of ACEs, trauma-informed care, and how becoming a resilient, trauma sensitive community will reap long lasting health benefits for all members of our county. Using the lens of minority health, we put additional focus on housing as a social determinant of health, and substance abuse and the impact it has on mental health in our youth. It takes a village; join it!

STRATEGIC THINKING

“A vision without a strategy remains an illusion.”
~Lee Bolman



STRATEGIC PLANNING

DOH-Charlotte is working diligently to finalize the current Strategic Plan and create the new plan. The new Strategic Plan will commence July 1st, 2022 and will be in effect until June 30th, 2027; a total of five years. The plan will provide direction for reinvesting in staff, being the best in business, and raising the bar to fill in the missing gaps of service in our community. Being the best in business means to be the easiest to do business with. How do we integrate our services to help our clients? How do we increase efficiency to help our clients? If we are the easiest to come to, clients will want to come back, not only for the same service but additional services. We need to be a hub of resources and information residents can rely on.

PRIORITIES

The new plan has six main priorities for our agency and community.

1. Healthy, Thriving Lives
2. Access to Equitable Care
3. Emerging Health Threats
4. Communication & Partnerships
5. Capacity Building
6. Regulatory Efficiency

The new Strategic Plan priorities and goals will be vetted by community partners and staff to provide input and will be published by May 2022.



UPGRADING OUR WORLD

Management Information Systems (MIS) improves productivity through technology by making information easy to access and use. Technology plays a vital role in all sectors of today's world. All aspects of operations of DOH-Charlotte are touched by information technology. The agency utilizes the tools of tech for a communication means, advancements, information tracking and sharing, data driven priorities, and so much more.



In 2021 some of the major advancements of tech played a vital role in increased agency efficiency, application integration, security, and advanced support.

PROJECTS

Some of the projects our team completed in 2021 included:

- **Modern Browser to Microsoft Edge.** Microsoft is removing the Internet Explorer browser from the Microsoft Windows Operating System in 2022. In order to ensure a smooth transition, the team initiated a pilot program and provided training and assistance.
- **Windows 11 Upgrade.** Began the process to upgrade all outdated Windows 10 operating systems.
- **NetApps to SharePoint Migration.** All remaining network file storage migrated to SharePoint and OneDrive.
- **OneDrive PC folder backup.** Automatic client backup to cloud storage. Files and folders stay protected and are available from any device to enhance continuity and efficiency.
- **Lexmark Serverless Print Release.** Moved to a more secure enterprise print solution with added features and capabilities.
- **Lexmark Cloud Connector.** Allowing users to access and print from, or scan and upload to the cloud for efficiency and convenience.
- **Patterson Eaglesoft.** Completed an upgrade of the oral health record system. The upgrade included all client software and imaging components.

TECHNOLOGY

OUR DATA. OUR STORY.

NEW SITE.

Same great community.



The interactive dashboard gives the community access to health data indicators and allows residents to stay informed about what is happening in their county.

It is one more tool to help align resources to specific community needs to better serve the residents of Charlotte County.



Empowered by
mySidewalk



SUBMIT YOUR RESULTS

Getting Results is as EASY as 1-2-3!

Confirm your test results and get COVID-19 recommendations. Submit your results to the DOH-Charlotte using the QR code below.



Take a picture of
your results.



1. Take a pic.
2. Scan QR Code.
3. Answer the questions.



INSTRUCTIONS



Use the QR code or website below for complete instructions.

<https://manuals.plus/abbot/binaxnow-covid-19-at-home-test-manual>

OUR PUBLIC HEALTH DASHBOARD

In 2021, DOH-Charlotte launched the county's new Public Health dashboard through mySidewalk. The dashboard serves as a vital tool for enhancing public health literacy and informing agency and public policy for all entities that serve Charlotte County. Developed for lay residents, policy makers, and agencies alike, the dashboard opens the door for a better understanding of key public health topics and concerns that affect everyday life, health, and safety in Charlotte County including the Social Determinants of Health (SDOH), Health Equity, and current public health concerns and emerging public health threats.

The dashboard helps individuals navigate topics such as county demographics, leading causes of death, maternal & child health, behavioral health, and substance abuse among many other pertinent subjects to our community.

COLLABORATION

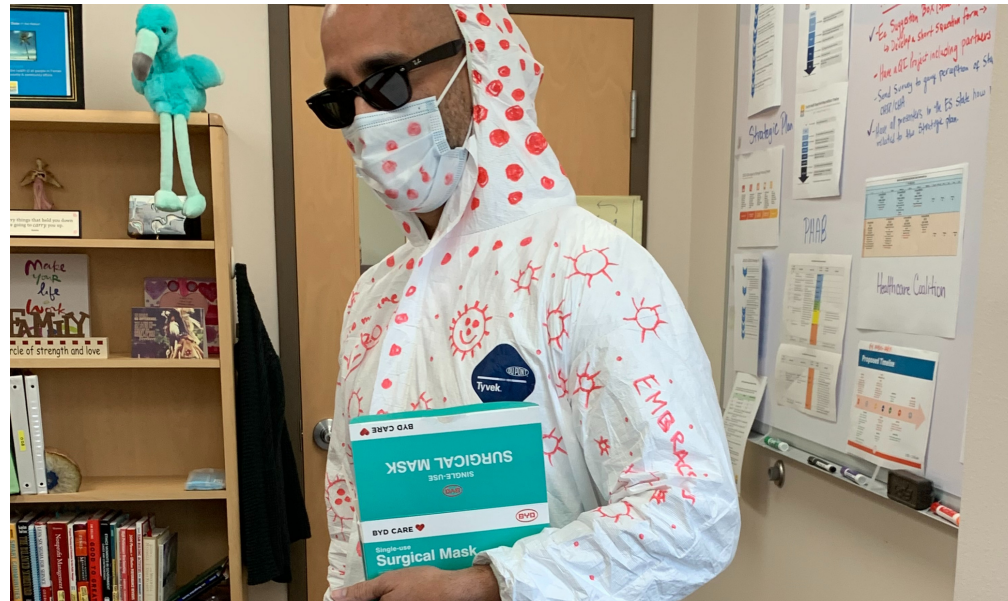
Using Microsoft Teams and SharePoint applications allows for greater collaboration and methods of outreach when in-person visits are hindered. DOH-Charlotte worked with partners through online meetings. Staff easily shared files and worked on projects. Virtual school education and car seat installations appointments for parents were held.

QR CODES

DOH-Charlotte has been utilizing tech to give residents the access they need in the most efficient and easiest way possible. The use of QR codes for event registration, surveys, educational materials, resource links, and even submitting COVID-19 test results allowed residents to quickly access or share information..

ONLY AS STRONG AS OUR WORKFORCE

“We can never fall short when it comes to recruiting, hiring, maintaining and growing our workforce. It is the employees who make our organization’s success a reality.” ~ Vern Dosch



STRIVING FOR EXCELLENCE

DOH-Charlotte strives to attract, recruit, and retain a competent workforce.

The DOH-Charlotte strategic priority “Workforce Development,” contains the goal of, “Foster a healthy work environment to ensure a highly competent, satisfied, knowledgeable workforce with opportunities for professional growth and development.”

ASSESSING THE SITUATION

Training and development of the workforce is part of a comprehensive strategy toward DOH-Charlotte's quality improvement. The goal is to identify gaps in knowledge, skills, and abilities through the assessment of both organizational and individual needs, and addressing those gaps through training and development opportunities.

The Workforce Development plan serves as the foundation of DOH-Charlotte's ongoing commitment to the training and development of its workforce.

THE BIG PICTURE

The current Workforce Development Plan will operate until December 2022. A new plan will be designed and implemented in January 2023.

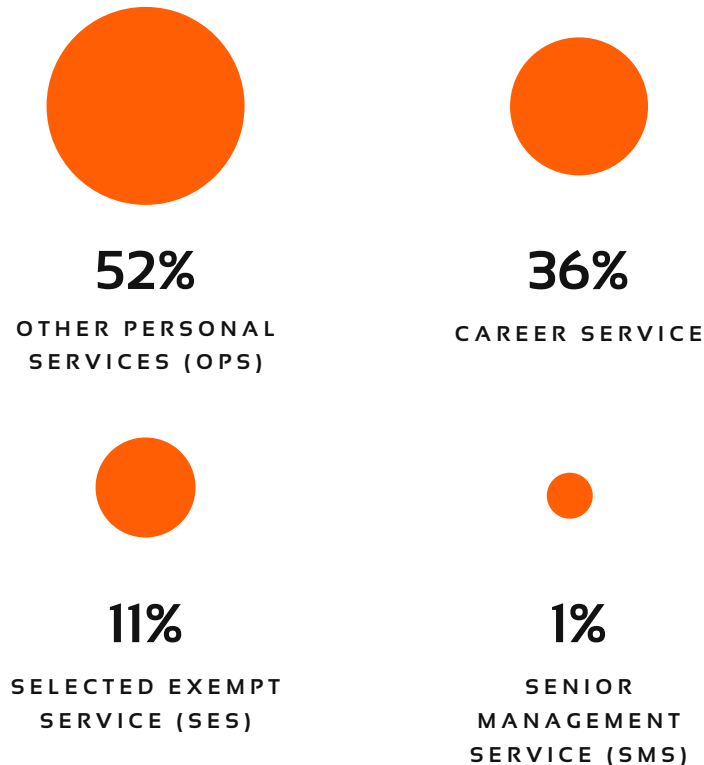
A mentorship program initiative, training opportunities for the entire agency, and the analysis and administration of assessments to identify gaps, such as the PH WINS Survey, Employee Satisfaction Survey, and Core Competencies Assessment, will all be part of the new plan's objectives.

WORKFORCE

OUR STAFF

In 2021, due to the COVID-19 pandemic, DOH-Charlotte experienced a great fluctuation of staff ranging from approximately 75-100 employees at any given time.

The State of Florida classification of employees consists of Career Service, Selected Exempt Service (SES), Senior Management Service (SMS), Other Personal Services (OPS) employees.



TRAINING

DOH-Charlotte employees attend numerous trainings at the federal, state, and local levels throughout the year. Participation in a variety of trainings fosters not just knowledge but also strong relationships.

In 2021 staff participated in agency-wide trainings such as preparedness, mental health, and ACEs, as well as career-specific trainings such as client anthropometric and hemoglobin tests.

All members of the staff take part in drills and exercises to help them prepare for any events they may be called upon to assist with.

While training for specific circumstances helps to make the trainings feel more realistic, the lessons acquired can be applied to other scenarios for which the staff has not been specifically taught.

WHAT DOES OUR COMMUNITY SAY ABOUT OUR STAFF?

"Ya'll are doing a great job. Thank you for your service in our community."

"Very friendly and informative."

"Everyone is awesome."

"Very very efficient and most helpful."

"Continue to give excellent service."

CHARTING THE COURSE

“We can chart our future clearly and wisely only when we know the path which has led to the present.”

~Adlai E. Stevenson



MEETING FINANCIAL NEEDS

The UN World Commission on Environment and Development has succinctly defined sustainable development as “meeting the needs of the present without compromising the ability of future generations to meet their own needs.” From a local Health Department perspective, to be financially sustainable is to be able to meet our current financial needs without compromising our ability to meet our future needs.

To achieve that end, the objective of the fiscal team is to make certain that the overall operating expenditures do not exceed the overall revenue except in cases where the leadership team determines that it is appropriate to expend reserve funds on expenditures to develop or expand programs and complete enhancement projects.

SUSTAINABILITY

GRANTED, IT'S NO EASY TASK

In order to continue to better the department and our community, DOH-Charlotte seeks additional funding sources and grants when it is in the best interest of the residents. This allows the department to not only provide additional services but to also be financially sustainable. These are the highlights from just a few of the grants DOH-Charlotte applied for and was awarded in 2021.

LOOK MOM...NO CAVITIES

The tooth fairy visited DOH-Charlotte with a grant from the Southwest Florida Community Foundation. The grant is titled "Look Mom...No Cavities". The grant will be used for the School-Based Dental Sealant Program in the Charlotte County School District's Title 1 schools. The evidence-based dental sealant program continues to address the community's need for access to preventive dental services. **AWARDED \$21,000**

STRENGTHENING STD PREVENTION

The grant will allow an increase in Disease Intervention Specialist (DIS) staffing and capacity to conduct disease investigation (case investigation and contact tracing), linkage to prevention and treatment, case management and oversight, and outbreak response for sexually transmitted infections and other infectious diseases. **AWARDED \$150,000 (Annually, beginning 2022)**

FAMILY PLANNING

This funding is intended to support Family Planning services in the form of Family Planning clinical, counseling, educational and contraceptive services, including sterilization services, enhancing telehealth services and other activities that support the performance of Family Planning services. **AWARDED \$27,000**

MINORITY HEALTH AND HEALTH EQUITY

The Florida Department of Health was awarded the National Initiative to Address COVID-19 Health Disparities Among Populations at High-Risk and Underserved, Including Racial and Ethnic Minorities and Rural Communities by the Centers for Disease Control and Prevention. The purpose of grant is to implement evidence-based strategies to address COVID-19 and advance health equity in racial and ethnic minority groups and rural communities within Florida. **AWARDED \$128,000**

SNAP-ED

Funding is allocated to support and increase opportunities for SNAP-Ed programming by implementing health promotion efforts to help improve the health of the target audience. Implemented programming will help the target audience address risk factors for nutrition-related chronic disease, such as obesity, and prevent or postpone the onset of disease by establishing healthier eating habits and being more physically active.

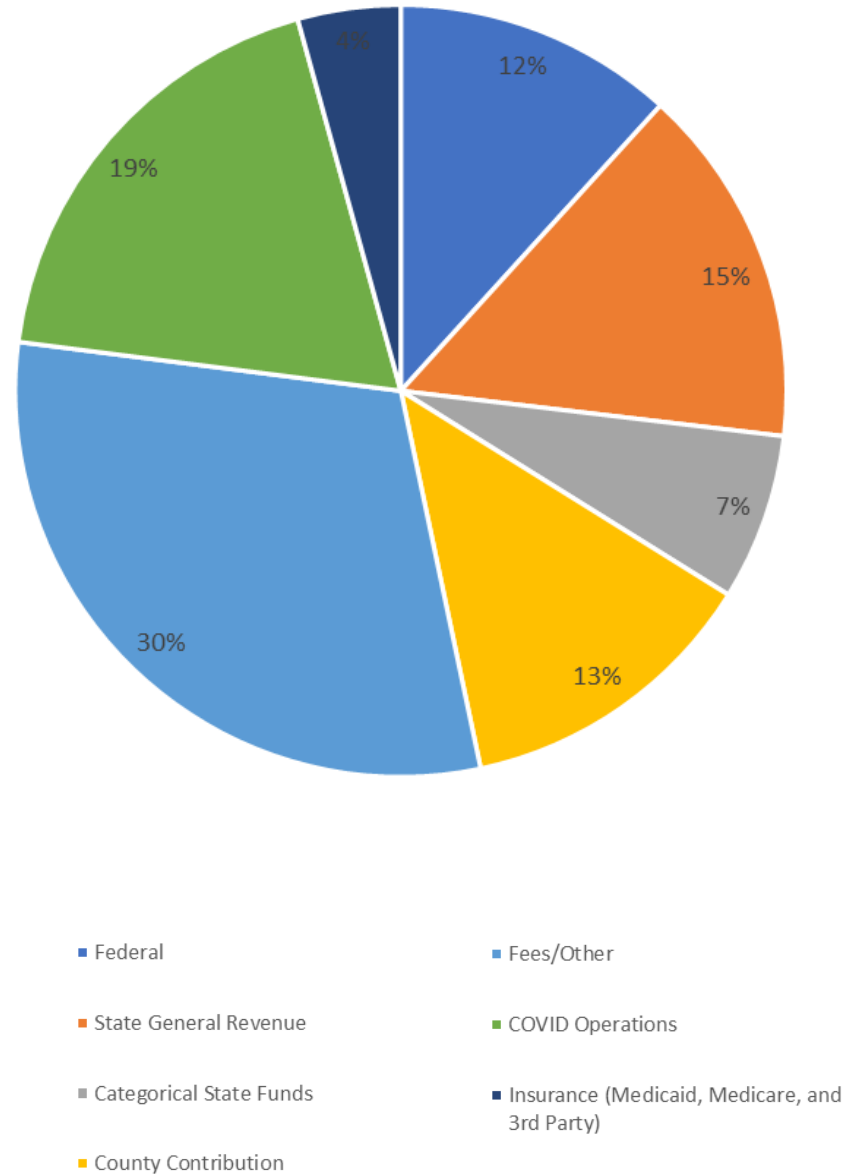
SNAP-Ed teaches people to shop for and cook healthy meals. SNAP-Ed can help people learn how to make their SNAP dollars stretch. **AWARDED \$145,000**

REVENUES - 2020/2021 FISCAL YEAR

The annual budget Charlotte County Health Department in fiscal year 2020/2021 was \$5,765,503. The funding used to cover these expenses comes from different sources that include federal funds, state funds, fees, insurance payments, and our local County contribution. Funds earmarked for COVID operations were also received from the state.

Federal	\$785,080	12%
State General Revenue	\$1,010,235	15%
Categorical State Funds	\$466,458	7%
County Contribution	\$856,565	13%
Fees/Other	\$2,027,285	30%
COVID Operations	\$1,246,525	19%
Insurance*	\$288,096	4%
TOTAL	\$6,680,244	100%

*Medicaid, Medicare, and 3rd Party

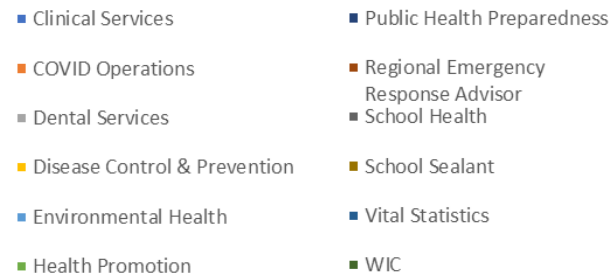
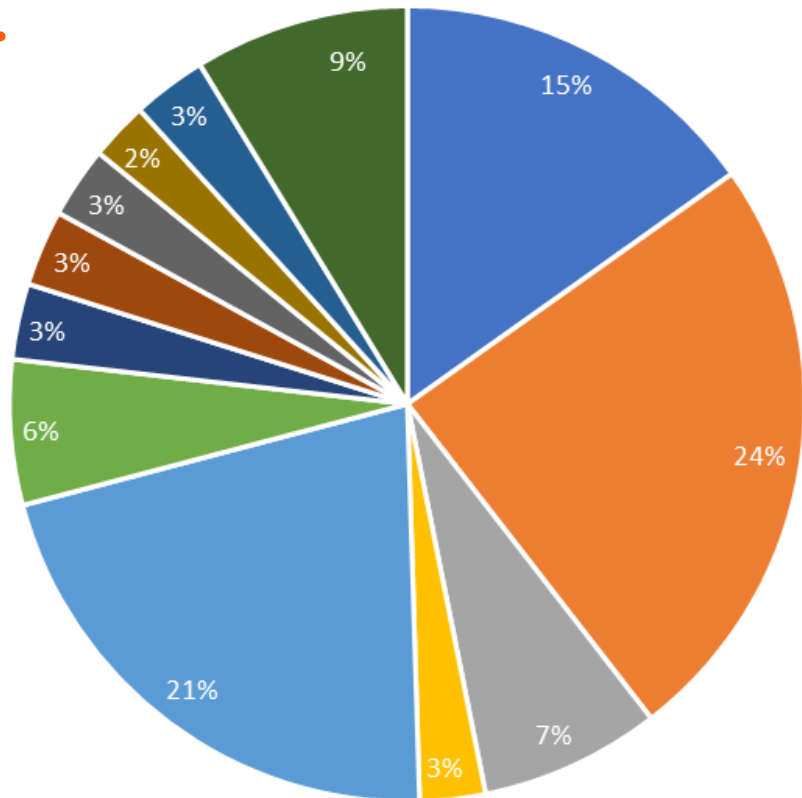


EXPENDITURES - 2020/2021 FISCAL YEAR

Expenditures for the fiscal year are summarized by program.

Our clinical, dental, school health services, and environmental health department make up more than half of our total expenditures.

Clinical Services	\$875,539	15%
COVID Operations	\$1,401,820	24%
Dental Services	\$423,364	7%
Disease Control & Prevention	\$153,758	3%
Environmental Health	\$1,233,358	21%
Health Promotion	\$340,081	6%
Public Health Preparedness	\$177,422	3%
Regional Emergency Response Advisor	\$178,639	3%
School Health	\$166,829	3%
School Sealant	\$137,052	2%
Vital Statistics	\$174,086	3%
WIC	\$503,555	9%
TOTAL	\$5,765,503	100%





61

FAMILIES RECEIVED
TRAUMA INFORMED CARE
THROUGH THE GROWING
STRONG FAMILY
PROGRAM



1,199

STUDENTS PARTICIPATED
IN THE DENTAL SEALANT
PROGRAM



6,445

STUDENTS EDUCATED



464

VIRTUAL & HOME VISITS
COMPLETED THROUGH
THE GROWING STRONG
FAMILY PROGRAM



2,196

WIC CLIENTS

17

FAMILIES PROVIDED
GUIDANCE FOR
SUBSTANCE USE
DISORDER

1,032

DENTAL CLIENT
APPOINTMENTS

**Dental Clinic Closed 7/2021 - 11/2021
No Provider 9/2021 - 10/2021*

2021

BY THE NUMBERS

10

ELEMENTARY SCHOOLS
RECEIVED HEALTH
EDUCATION

8.3%

INCREASED WIC
PARTICIPATION



10

SCHOOLS RECEIVED
HEALTH EDUCATION



365

BOOKS PROVIDED TO
GROWING STRONG
FAMILIES CLIENTS



94

CHILD PASSENGER
SAFETY SEATS INSTALLED



1

CLIENT WAS ABLE TO CUT
CHOLESTEROL MEDICATION
PARTICIPATING IN THE
SNAP-ED PROGRAM



1

CLIENT WAS ABLE TO
REVERSE DIABETES
PARTICIPATING IN THE
SNAP-ED PROGRAM

DISEASE CONTROL & PREVENTION

SEXUALLY TRANSMITTED INFECTION PREVENTION



476

CLIENTS SERVED

783
Chlamydia/
Gonorrhea Tests
Administered

254
HIV Tests
Administered

259
Syphilis Tests
Administered

Administered test numbers include Family Planning & the STI Program

EPIDEMIOLOGY



17,296

CASES REPORTED

113/15
Hepatitis C
Chronic/Acute

16
Lead Poisoning
Cases Reported

7
Legionellosis
Cases Reported

2
Rabies Possible
Exposure Cases
Reported

17,018
COVID-19 Cases
Reported

24/7
Hepatitis B
Chronic/Acute

16
Campylobacteriosis
Cases Reported

43
Salmonellosis
Cases Reported

10
Lyme Disease
Cases Reported

COMMUNITY HEALTH - ACEs

2,000
RESIDENTS EDUCATED

4
Press Releases

1
Community
Training on
Trauma Informed
Care and
Communities

200
ACE CAMPAIGN VIDEO
VIEWS

3
New
Educational
Tools

2
Community
Conversations with
Guest Speakers

1
ACEs Awareness
Campaign in
Partnership with
Florida Gulf Coast
University



CLINICAL

FAMILY PLANNING



564

CLIENTS SERVED

94%
Teen clients adopting
effective birth control
methods

85.8%
Clients ages 15-44
adopting effective/
highly effective birth
control methods

11.7%
Percentage of clients
utilizing long-acting
reversible
contraceptive (LARC)
methods

IMMUNIZATIONS, REFUGEE HEALTH & TB



2,851

IMMUNIZATIONS
ADMINISTERED

2092
Pediatric
Immunizations
Administered

759
Adult
Immunizations
Administered

170
Flu Vaccines

151
HPV Vaccines

55
Refugee Health
Clients Visits

16
Refugee Health
Clients Seen

6
Tuberculosis Cases
Investigated

4
Tuberculosis Cases
Diagnosed

**Immunizations Administered does not include COVID-19 Vaccines.*

COVID-19 VACCINES & TESTING



250,000+

IMMUNIZATIONS
ADMINISTERED

125,000+

TESTS
ADMINISTERED

Data includes all community partners & providers.



WORKFORCE

75-100

OPS, CAREER SERVICE, SES, & SMS EMPLOYEES



ENVIRONMENTAL HEALTH

2,211
CONSTRUCTION
PERMITS ISSUED

36%
INCREASE IN OVERALL
PERMITTING

541
Repair Construction
Permits Issued

1670
New Construction
Permits Issued

4,422
Septic System
Inspections

3,840
INSPECTIONS
PERFORMED

1
Migrant Labor Camp
Inspections

10
Body Piercing
Inspections

119
Food Hygiene
Inspections

459
Biomedical Waste
Inspections

5
Tanning
Inspections

2664
OSTDS Operating
Inspections

39
Tattoo
Inspections

76
Limited Use Water
Inspection

79
Group Care
Inspection

335
Swimming Pool
Inspections

53
Mobile Home Park
Inspections



FRONT OFFICE

31,031
INBOUND CALLS

9,802
Appointments
Scheduled

8,583
Patients Checked In

21,809
Encounters Billed

313
Religious Exemptions
for School

4,140
Release of Medical
Information

VITAL STATISTICS

958
Births in Charlotte
County

3,271
Deaths in Charlotte
County

3,460
Birth Certificates
Issued

28,529
Death Certificates
Issued

HEALTHY START

945
Healthy Start
Prenatal Screenings

1,035
Healthy Start
Postnatal Screenings



TECHNOLOGY

1,686
SERVICE DESK
REQUESTS

294
Printers, Scanners, &
Accessory Requests

254
HMS Requests

227
Active Directory/
Email Requests

198
Application
Support Requests

154
Building Access
Requests

153
Computer
Requests

94
Position Number
Requests

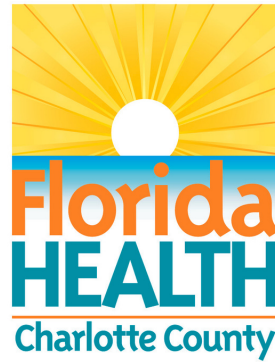
73
Phone Support
Requests

72
Training
Requests

50
Mobile Device
Requests

41
Network Printer
Requests

28
eFax
Requests



FLORIDA DEPARTMENT OF HEALTH IN CHARLOTTE COUNTY

1100 Loveland Boulevard, Port Charlotte, Florida 33980

<http://charlotte.floridahealth.gov>

941-624-7200